

TO THE ATTENTION OF SARA J. CLARK. Secretary

To: Ms. Karen Charles Peterson, Commissioner of Telecommunications and Cable

I appreciate your attendance at the meeting on May 24, 2016 concerning broadband service and un-served homes in Montague.

The entire process of seeking a vendor to be approved by MBI has been fraught with ineptitude, misinformation, poor communication, and patronizing disregard by the staff of MBI for Montague's residents, and appointed or elected officials. Unfortunately, the negativity has resulted in oppositional views and a climate of distrust and antagonism. As a member of Montague Broad Band Advisory Committee, I saw the resistance of MBI's Director Nakajima to having any meaningful dialogue. I believe MBI has been collusive with Comcast from the start, and deflected our good intentions for more than two years, while they sought a means to discredit Matrix.

Mr. Daniel Glanville from Comcast gave us a slick, prepared speech on their capitalization and employment record in the Commonwealth, yet said nothing about the issues at hand, or the limited plan they are offering to the town. Comcast just purchased Dreamworks for \$3.5 Billion-obviously a small western Massachusetts franchise is hardly worth his attention. As a former Cable Advisory Committee member it is unrealistic to think Comcast ever offers reasonable attempts to negotiate terms that truly serve outliers. There are homes in Montague still not connected by Comcast that should have been completed 13 years ago, according to the Cable TV franchise agreement signed by the town. My fear is that being too big to fail will continue to give Comcast all the leverage and no accountability for their inaction on a next round of contract talks.

My home of 30 years has no cell service nor high speed internet. Although we hoped to age in place, this may not be feasible, yet selling our home without high speed also presents a serious problem -no one wants a residence without technology. The remedy was clearly voiced at the meeting: refute the biased reports MBI has promulgated, and support the peoples' choice for 21st Century technology: fiber optics.

Your decision will impact residents of our town for years to come. If you determine that Matrix has a flawed proposal and is unworkable in the present context, please consider the option of re-setting the RfQ, and demand that MBI stick to their own criteria

for approval of vendors. Or recommend an amendment of Legislative Bill 2S84 to allow Hardwick and Montague to determine their own future. Thank you.

Sincerely,

Lisa Enzer, Secretary Montague Broad Band Advisory Committee

155 East Chestnut Hill Road,

Montague